



State of Tennessee Department of Children's Services

## **Administrative Policies and Procedures: 4.2**

---

### **Subject: Job Performance Evaluations**

Supersedes: DCS 4.2, 01/01/01

**Local Policies: No**

**Local Procedures: No**

**Requires Training: Yes**

**Approved by:**

*Page D. Walley, Ph.D.*

**Effective date: 04/01/97**

**Revision date: 10/01/02**

### **Application**

To All Department of Children's Services Employees

**Authority:** TCA 37-5-106; DOP Policy 91-026 – Grievance Procedures

### **Policy**

The Performance Evaluation Program shall be used to provide an accurate, timely evaluation of an employee's performance, in compliance with State requirements regarding performance evaluation.

### **Procedures**

#### **A. Job Performance Plan (JPP)**

##### **1. Timelines**

- a) Each employee's supervisor must develop a Job Performance Plan (JPP) and document it on the appropriate form within 30 days of an employee's regular appointment, promotion, change of supervisor, or formal evaluation.
- b) Supervisors must update each Job Performance Plan (JPP) during the evaluation cycle as required by job responsibility changes or supervisory changes.

##### **2. Clarity/consistency**

- a) To ensure accuracy and a common understanding of responsibilities, the employee's supervisor must

discuss the Job Performance Plan with the reviewer (the supervisor's supervisor) prior to discussing it with the employee.

- b) The supervisor must obtain the reviewer's signature on the JPP before it is presented to the employee.

**B. Yearly reviews****1. Schedule**

- a) Every civil service employee must be evaluated at least annually.
- b) If additional responsibilities are added, the supervisor must allow at least 30 days before evaluating the employee on the new responsibilities.

**2. Content**

- a) Supervisors must base performance evaluations solely on the criteria of the JPP.
- b) Evaluations should reflect any disciplinary action taken against the employee during the evaluation period, such as oral/written reprimands, and suspensions. The supervisor should read the employee's personnel file to obtain this documentation.
- c) The annual evaluation must be reviewed, signed and dated by the reviewer and supervisor before it is presented to the employee.

**3. Records**

- a) To ensure that performance evaluations are processed and entered into the employee's official records in a timely manner, evaluations must be submitted by the supervisor or reviewer to central office personnel for processing, not later than the last working day of the month, prior to the month in which the evaluation is due.
- b) Corrections made to a final evaluation must be initialed on the front page by the employee, supervisor, and reviewer.
- c) Extensions requested of the submittal on performance evaluations beyond the due date, may be granted only by central office personnel, after a written request showing good cause.

**C. Interim work reviews****1. Schedule**

- a) Employees must receive one documented interim work review during each probationary and annual evaluation cycle.
- b) An interim work review must be conducted at least ninety (90) days prior to the probationary and/or annual evaluation due date to allow sufficient time for the employee to correct any deficiencies in his/her job performance prior to the formal evaluation

**2. Records of interim reviews**

- a) Copies of interim reviews must be maintained by the supervisor to support final evaluation ratings.
- b) Records of interim reviews are not official entries in the personnel file and should not be permanently placed into the personnel file.
- c) Records of interim reviews must be maintained in some reasonable manner that facilitates access to evaluators, reviewers, and various administrative inspectors.
- d) If additional responsibilities are added, the supervisor must allow at least 30 days before evaluating the employee on the new responsibilities.

**D. Supervisors' performance****1. Job Performance Plan**

Performance evaluation responsibilities must be listed in the JPP's of all employees who supervise staff.

**2. Evaluation**

All reviewers and supervisors must be assessed, during their own formal performance evaluations, as to their compliance with the provisions of this policy.

**3. Flex Staffing/Probationary Evaluations**

Supervisors must complete and submit all flex staffing/probationary evaluations by the end of the month prior to the due date month or be subject to disciplinary action.

**4. Computer-based training**

All supervisors must complete the computer-based (CBT) on the Mechanics of Performance Evaluations.

**E. Employee rights to review job performance evaluation, job plans, and interim reviews**

Upon request at any time, a supervisor must provide to his/her employee a copy of his/her job plan, interim reviews, and/or formal evaluation.

**F. Administrative review of a performance evaluation**

1. Regular or permanent employees must be given the opportunity to have any formal performance evaluation reviewed by the Commissioner or the Level IV Grievance Officer, if the employee believes the conduct of the evaluation was not in accordance with established Department of Personnel procedures.

- ◆ A written request must be forwarded to the Level IV Grievance Officer, Department of Children's Services, TPS Campus, Sills #3, 1200 Foster Avenue, Nashville, TN 37210, within fifteen (15) working days of the date of the formal annual evaluation.
- ◆ Requests for review must contain specific allegations of procedural violations.
- ◆ If a determination is made that the final rating was affected by significant procedural violations, the evaluation must be declared void and removed from the employee's official personnel record.
- ◆ A written response to the employee and his/her supervisor must indicate the corrective action to be taken, if appropriate.

**2. Personnel review**

If desired, the employee may request an additional review by the Commissioner of Personnel.

- ◆ This request must be submitted in writing to the Department of Personnel within ten working days of receipt of the department's response.
- ◆ Additional information, as well as information sent to this department, must be supplied with the request.
- ◆ The decision of the Commissioner Of Personnel regarding an employee's formal performance rating is

final

## **Forms**

PR-0134	Job Performance Plan
PR-0158	Probationary Evaluation
PR-0157	Flex Evaluation
PR-0123	System 2A Evaluation Form
PR-0197	System 2C Security Staff Evaluation
PR-0208	System 2D General Work Force
PR-0207	System 2E Evaluation Support Staff

## **Collateral Documents**

*Department of Personnel Resource Manual*

## **Standards**

3-JTS-1C-18  
3-JCRF-1C-16